Lexmark C73x/X73x/C74x/X74x

Potential Field Concerns

For Training Use only

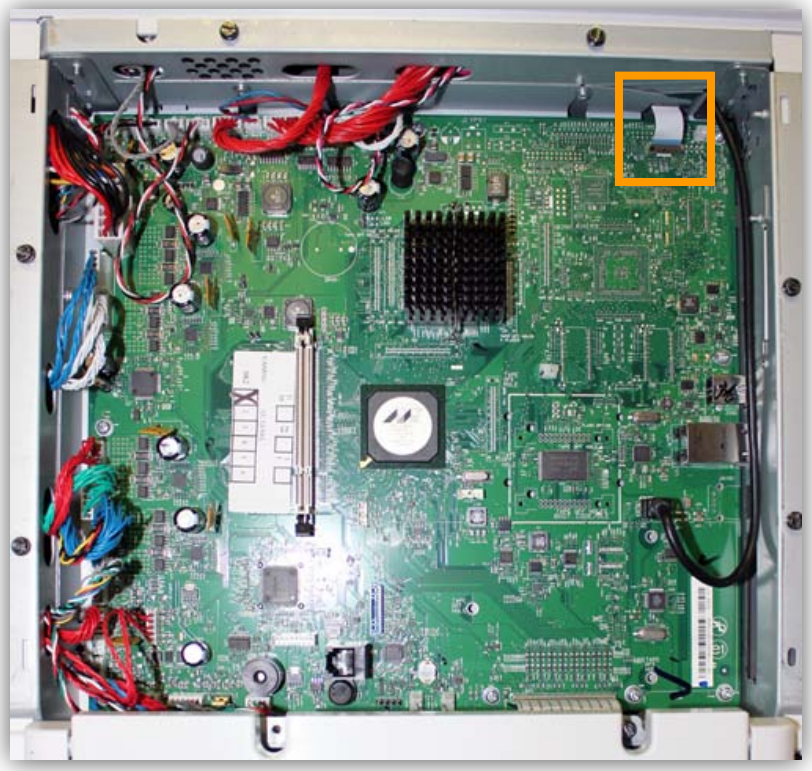
No Display, Lines in Display – C74x/X74x Only

Problem Description:

The display is blank or lines appear in the display. The printer may seem dead.

Most Likely Cause:

The operator panel flex cable is dislodged from the connector on the system board or it is damaged. *See the picture on the right.*



Resolution:

Inspect the operator panel flex cable at the system board: if the edge is rolled up, replace the cable. If the cable is undamaged, reseat the cable.

Background:

- Early operator panel cables do not have wings to secure them to the connector on the system board.
- If the printer is jostled during shipping, it is possible for this cable to become unseated or damaged.

Stretched Text/Image from ADF; Clicking Noise in ADF – MFP Only

Problem Description:

A portion of the scanned page looks stretched, smudged or smeared. A clicking noise may be heard from the ADF. *See picture on the right.*

12: The brown fox jumps over a lazy dog.
11: The brown fox jumps over a lazy dog.
10: The brown fox jumps over a lazy dog.
9: The brown fox jumps over a lazy dog.
8: The brown fox jumps over a lazy dog.

Most Likely Cause:

Dirty pick roller or a defective skew sensor card.

Resolution:

- Verify that the pick roller assembly is in good condition and working properly. Clean the pick rolls with a lint-free cloth dampened with alcohol.
- If you hear a consistent clicking noise while making a copy, replace the skew sensor card. This card is located in the ADF Front Case Assembly.

Broken ADF Hinge – MFP Only

Problem Description:

The ADF hinge is broken, the ADF door is hard to open/close, or the ADF door makes a cracking sound as it is opened.

Most Likely Cause:

The ADF hinge is broken. The left breaks more often than the right.

Resolution:

- Replace the broken hinge.
- Perform the Scanner Manual Registration

Sharp lines on Page after Scanning from ADF – MFP Only

Problem Description:

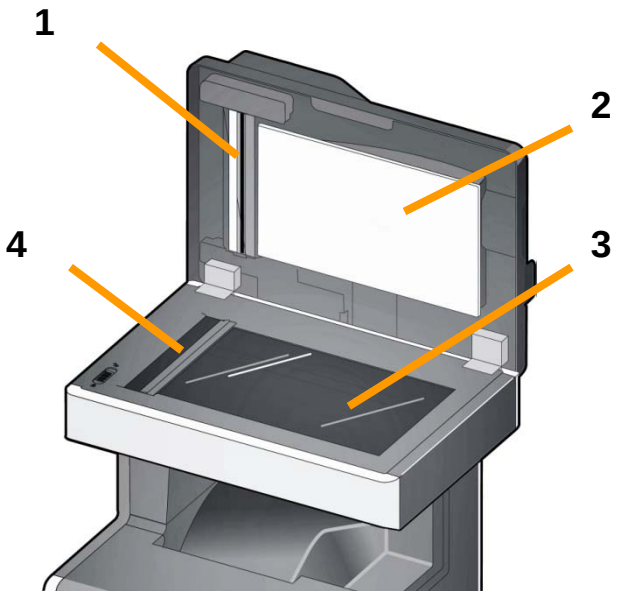
Fine vertical lines on the page after scanning from the ADF.

Most Likely Cause:

Debris on the ADF glass.

Resolution:

Clean the scanner glass **as well as** the ADF glass.



1	White underside ADF cover.
2	White underside scanner glass cover
3	Scanner glass
4	ADF glass

Solid 100% Coverage of C, M, Y and/or K on the Page

Problem Description:

A printed page is 100% saturated with C, M, Y and/or K color. While it is possible for multiple colors to be affected at the same time, it is unlikely.

Every affected color will saturate the page with 100% of its respective color.

Most Likely Cause:

The cleaner blade on one (or more) of the photoconductors may be out of position.

Resolution:

- Verify the problem by swapping the “bad” photoconductor causing the 100% saturation with a known “good” photoconductor in the machine (i.e. swap the “bad” Cyan with the “good” Magenta photoconductor in their slots).
- Print a test page.
- If the suspect photoconductor is defective, it will cause 100% saturation of the toner color in its new position. In other words, the defect follows the photoconductor no matter where you put it.
- Swap the photoconductors back to their original slots and replace the defective photoconductor.
- If, however, the 100% saturation DOES NOT follow the supply (stays with the slot), then the HVPS and/or HVPS contacts my need to be replaced.

Horizontal Void/Light Line at 94mm Spacing

Problem Description:

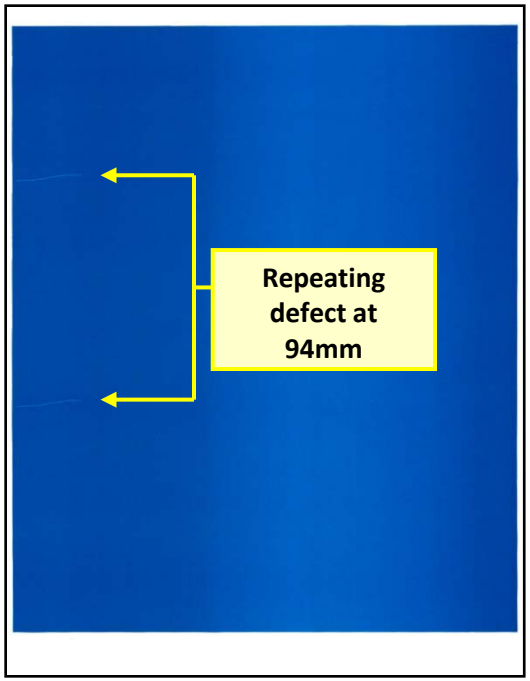
Horizontal light lines or wrinkle-looking defect on one or both edges of an image repeating at 94 mm (~3 ¼ in) down the page. The defect will be seen best on heavy coverage prints. *See print samples below.*

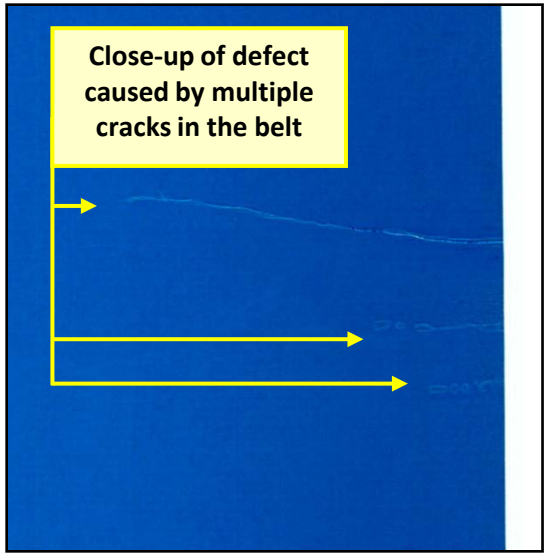
Most Likely Cause:

A tear or crack on the Fuser belt due to stress.

Resolution:

- Replace the fuser if it is not at the end of life.
- *Make sure to **Reset the Fuser Count** and **run the Motor Calibration** in Configuration Menu immediately after installing the new fuser and prior to sending any print jobs.*





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Fine Line Jitter – Horizontal Light Lines

Problem Description:

Horizontal light lines on the image at spacing between 0.5mm and 2.5mm. *See print samples on the following two pages.*

Most Likely Cause:

Mechanical vibration of the internal parts.

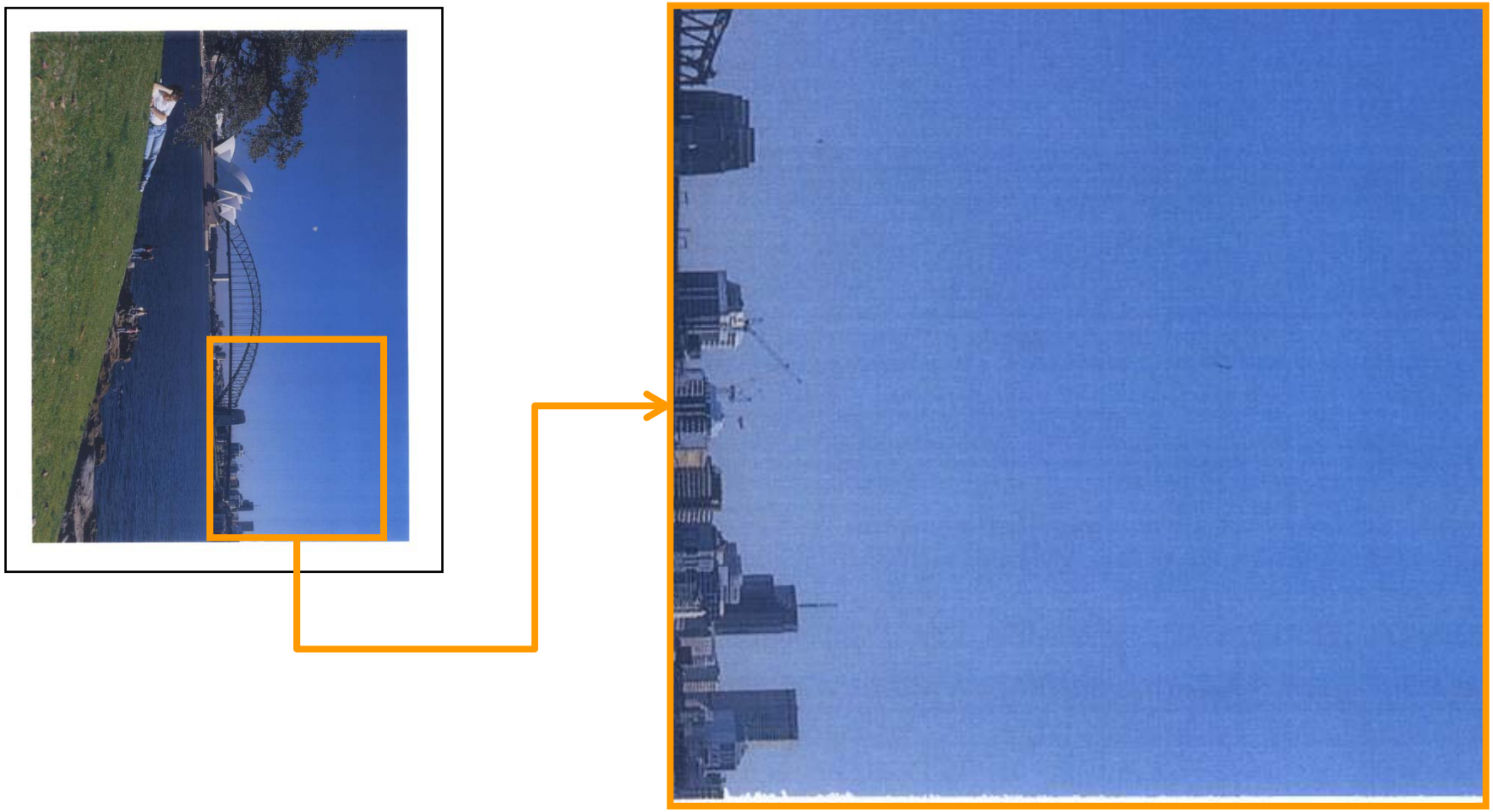
Resolution:

- If the printer is new (just out of the box), wait 48 hours for the printer and supplies to acclimate to the printing environment before troubleshooting further.
- Switch print speed: Most jitter only occurs at one print speed. For example, if you see jitter at 600 dpi full speed (default), try printing your job in Quiet mode (600 dpi half speed) or 1200 dpi. Likewise, if jitter is present in Quiet mode or 1200 dpi, try printing at 600 dpi full speed.
- Lower the Toner Darkness setting 1 level. Some half speed jitters are only present on very dark print.
- Recalibrate: Especially if new cartridges were just installed or installed recently. It is possible that the initial printer calibration may not be optimal to prevent jitter.
- Replace the toner cartridges(s) exhibiting the problem.
- Replace the Printer Gear Box.

If a Technician is onsite:

Try rotating the Developer Roll on the Toner Cartridges 120 degrees (1/3 of a revolution) on the color(s) exhibiting the problem. Try this twice before replacing any parts.

Fine Line Jitter – Horizontal Light Lines: Example 1



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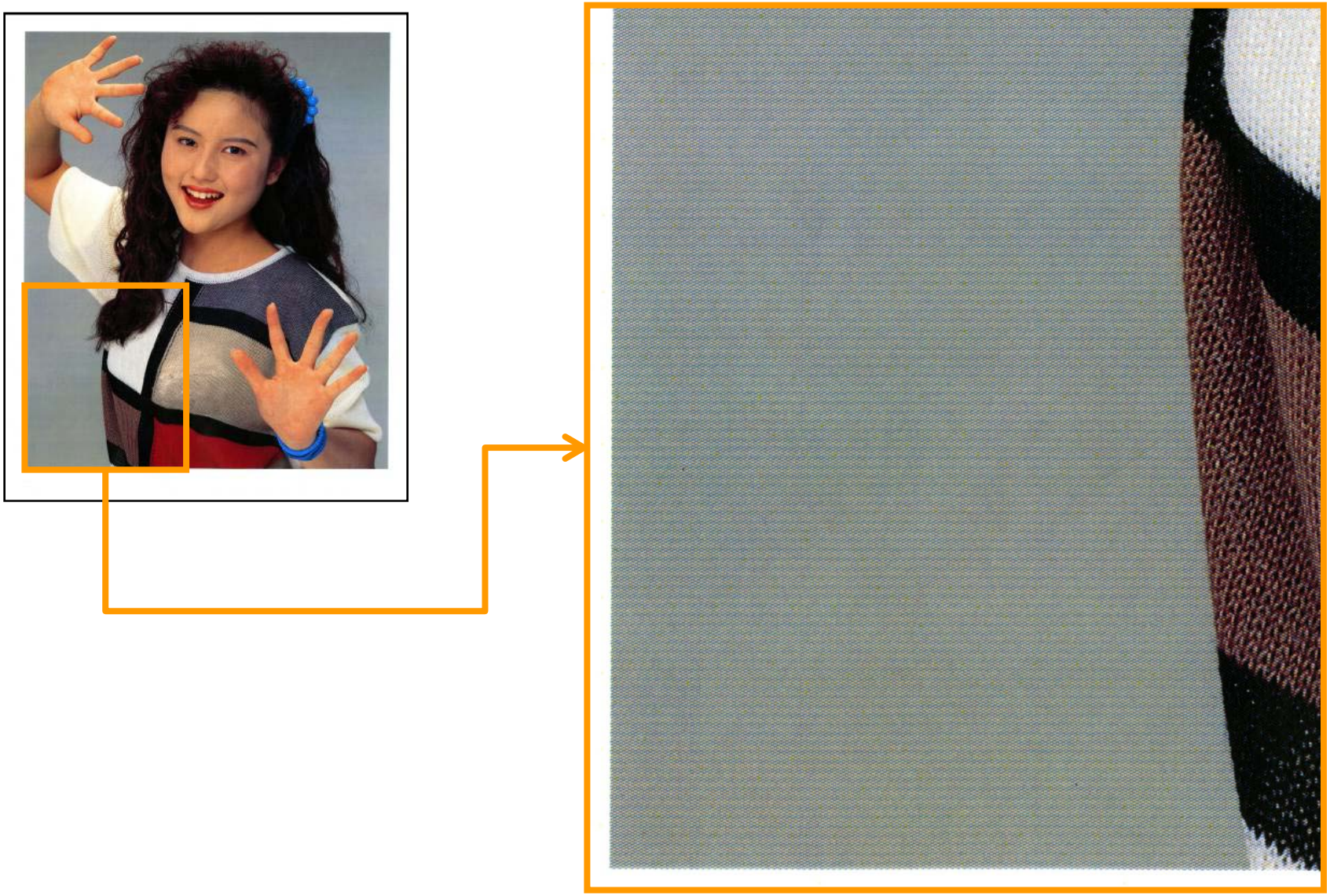
Fine Line Jitter – Horizontal Light Lines: Example 2



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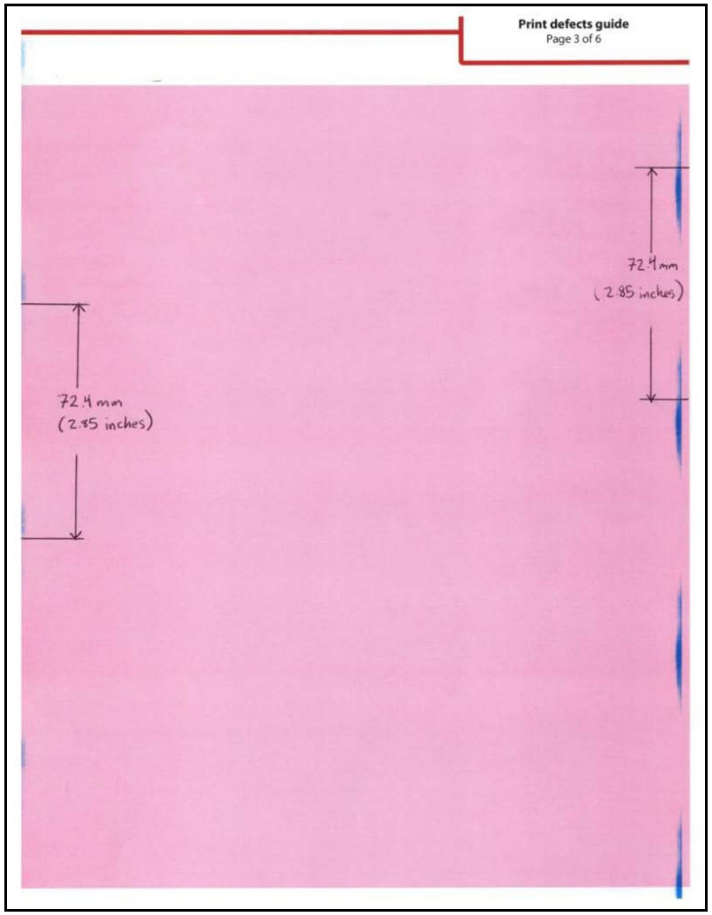
Repeating Mark 72.4mm

Problem Description:

Repeating mark at 72.4mm down the page on the outside margin area. *See picture below.*



Most Likely Cause:

- A worn or end-of-life photoconductor. The PC units are consumable wear items that must be replaced at regular intervals.
- The printer will post an 84.31 or 84.34 message code informing the customer that the PC units need to be replaced.
- Since the PC units don't have any memory or chips, the customer must manually reset the PC units in the Menus. If, however, the customer resets the PC unit(s), without actually replacing them, you will eventually see the defect pictured below.

Resolution:

The customer should order the photoconductors and replace the units.

Front Door Locked (Front Door will Not Open)

Problem Description:

The front door is locked by the Top Cover Camshaft and cannot be opened.

Most Likely Cause:

- The door locks during certain “Busy” events and unlocks when those events are complete. This is a normal function. You can actually feel the door lock as one of these events takes place.
- If, however, the printer is powered off or posts an error during the event where door is locked, the printer can’t complete its event cycle. The front door, therefore, stays locked and will not open.
- The most common events that trigger the door to lock include:
  - Calibration
  - Printing

Resolution:

- Power the machine off (if not already).
- Wait for 15 seconds and power the printer back on.
- Wait until “Ready” displays on the operator panel and then try to open the door.
- If the printer was interrupted by powering it off during a “Busy” event, the door should unlock on POR.
- If the door is still locked, it will need to be manually unlocked by turning the Top Cover Camshaft. This will require a service call. See the Service Manual for this procedure.
- If the printer was interrupted by an error during a “Busy” event, then the front door won’t unlock on POR if that error still exists. The error will prevent the printer from completing its POST cycle.

Close Top Cover – Message Will Not Clear

Problem Description:

The printer Operator Panel displays “Close Top Cover” and will not come to Ready even though the cover appears to be closed.

Most Likely Cause:

- The customer has not closed the top cover of the printer properly.
- The printer senses the closure of the top cover through torque in the Fuser Motor. If the Fuser has a failed clutch or drive component, the torque will be too low and the printer will think the top cover is open.

Resolution:

- Open the top cover door and re-close it to ensure that the top cover is seated properly.
- If the error persists, replace the fuser. *Make sure to **Reset the Fuser Count** and **run the Motor Calibration** in Configuration Menu immediately after installing the new fuser and prior to sending any print jobs.*
- If the fuser doesn't fix the problem, replace the EP Drive.

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False “Load Tray 1”, “Insert Tray 1”, “Tray Missing”

Problem Description:

False Load Tray, Tray empty and Tray Missing messages.

Most Likely Cause:

Broken pick arm assembly or the flag on the pick arm assembly.

Resolution:

- Check the tray and paper loaded for potential problems.
- Reseat the Tray and Pick connectors on the system board.
- Replace the Autocomp.

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Unable to Open Top Access Door/Broken Spring

Problem Description:

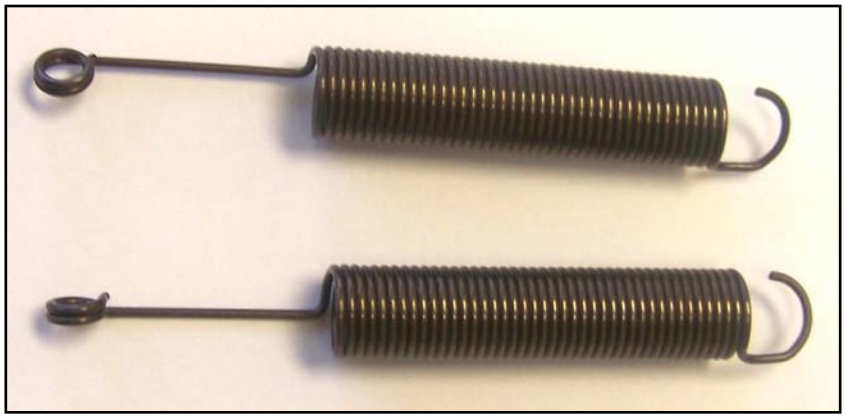
The Top Access Door cannot be opened.

Most Likely Cause:

Broken plastic hook that secures the tension spring.

Resolution:

- See the Service Manual for the procedure to open a stuck Top Cover Access Door.
- Replace the tension Springs . See the Instructions **Left Side Spring Replacement** on and **Right Side Spring Replacement** in the Service Manual. Make sure to order and replace the correct springs!



32.37 Unsupported Cartridge

Problem Description:

The printer Operator Panel displays “32.37 Unsupported Cartridge”

Most Likely Cause:

The customer installed a starter cartridge from a different C73x/X73x or C74x/X74x printer.

Resolution:

Shipped with toner cartridges (starter cartridges) can only be used in the printer with which they were delivered. Install the original starter cartridge that shipped with the printer or a new supported aftermarket cartridge.

Background:

- Once a printer reaches a toner low condition with the original set of shipped with cartridges, it can never accept another shipped with cartridge from another printer.
- Shipped with cartridges state on the top right section of the label: “Operates only in shipped with device. Not for resale”.
- If a different shipped with cartridge is installed in a printer that has reached toner low, the printer will display a “32.37 Unsupported Cartridge” error message.